GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3391
ANSWERED ON:22.03.2017
e-Migrate and MADAD Platform
Arunmozhithevan Shri A.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government has launched an online portal called e-Migrate and MADAD platforms to address the grievances of migrant workers;

(b) if so, the details thereof;

(c) whether the Government is creating a national repository which will have details of educational qualifications of migrant workers that can be used for officials to verify the credentials of the employees and if so, the details thereof;

(d) whether no woman below the age of 30 will be issued work visa as a housemaid outside the country; and

(e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) & (b) The Government has strengthened its online mechanism for addressing the grievances of all overseas Indians. While the Emigration Check Required (ECR) category emigrants or their relatives can log in their grievances relating to overseas employment on the e-Migrate portal or through Overseas Workers' Resource Centre (OWRC) Helpline, a portal named MADAD for online lodging of consular grievances is also available to all overseas Indians. Overseas Workers Resource Centre (OWRC) in Gurgaon and Indian Workers Resource Centre (IWRC) in Dubai have also been authorized to assist the grievants to lodge their grievances on both e-Migrate and MADAD portals, depending on the nature of grievance. The MADAD online portal represents a qualitative mechanism for handling of consular grievances, through online forwarding, tracking and escalation until their eventual resolution. It allows direct registration of the grievances by the members of the public and effective tracking of the entire grievance handling process thereafter.

(c) No.

(d) & (e) Grant of Visa is the prerogative of the destination country. With a view to safeguard the welfare of women workers, Government has issued several guidelines for their protection against exploitation overseas. These guidelines, inter-alia, specify that no female emigrant below 30 years of age and holding an Emigration Check Required (ECR) passport is permitted to travel overseas for employment.